

**PEMBROKE COLLEGE**

**JOB DESCRIPTION/PERSON SPECIFICATION**

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| **JOB TITLE: PORTER** |

*This job description and person specification outlines the key accountabilities of, and output required from, the post holder as well as skills, qualifications and experience needed in order to carry out the role. It is not a definitive list.*

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| **Department:** | **PORTERS LODGE** |
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| **Organisation Chart:** |  |
|  | Bursar |
|  | **🡫** |
|  | Head Porter |
|  | **🡫** |
|  | Senior Porter |
|  | **🡫** |
|  | **Porter** |

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| **Purpose of the Job:**  | With the Head Porter/Senior Porter ensure the highest standards of safety and security of the College members, property and sites. Maintain high levels of consistent quality service throughout the department and ensure all visitors to the Porters Lodge receive a warm, professional and courteous welcome. |
| **Responsible to:** | The Head Porter and Senior Porters. |
| **Responsible for:** | Effectively ensuring the efficient day to day running of Porters Lodge. To maintain high levels of consistent quality assurance throughout. Responsible for the security of the College and its Senior Members, students, staff and guests. Handling sensitive and confidential information/materials.  |
| **Location:** | Porters Lodge, College, Hostels and other College owned property. |
| **Hours of Work:** | Rota Shift Pattern – see attachment. |
| **Qualifications:** | Educated to GCSE level with good numeracy and literacy (essential)First Aid Qualification (or willingness to undertake this qualification)Knowledge of H&S and Fire Regulations (or willingness to learn) |
| **Skills:** | * Excellent interpersonal and communication skills
* Excellent organisational and general office skills.
* Proven qualities of maturity, sensitivity and discretion.
* Adaptability and flexibility to manage a variable workload.
* The self-confidence and ability to relate to and liaise appropriately with a wide range of people, internal and external clients, Senior Members, students, Head of Departments, and staff.
* Computer literacy with a good working knowledge of Windows and Excel.
* Able to work to tight deadlines,
* Approachable, reliable, conscientious and trustworthy
* Highly developed interpersonal skills
* Ability to assess and react to situations promptly and tactfully
* High standard of personal appearance and bearing
* Enthusiasm for making a positive contribution to the life of the College.
* Requirement to become a qualified First Aider.
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| **Work Experience:** | * Experience of educational establishment and campus environment would be advantageous
* Computer literate, numerate and with a professional telephone manner
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| **Budget Responsibilities:** |  | **NO** | **Annual Budget** |
| **Main Duties and Responsibilities** |
| **1.** | **General Duties**The role of the Porter is to support the Head Porter and Senior Porter in ensuring the efficient day to day running of the Porters Lodge. To maintain high levels of consistent quality service throughout all shifts.* Responsibility for welcoming visitors to the College and for ensuring that all enquiries are dealt with as quickly, efficiently and courteously as possible.
* Responsibility for handling sensitive and confidential materials and information.
* Handling financial transactions undertaken by the Porters Lodge including the sale of College items, payments for guest room accommodation.
* Responsibility for ensuring the Porters Lodge has all the information necessary to enable all enquiries to be answered.
* Handling correspondence on a daily basis (sorting the post/answering the telephone) dealing with any ad hoc enquiries which come into the Porters Lodge.
* Dealing efficiently with lost and found property.
* Hoisting and lowering of the College flag.
* Recognising Senior Members, students and staff of the College.
* Conduct security checks daily as specified around the College and/or Hostels as directed by the Head Porter and Senior Porter.
* Undertake every 3 monthly Fire and Safety checks of allocated Hostels and College buildings and report findings.
* Take ownership of certain responsibilities allocated to you by the Head Porter, to ensure the smooth running of the Porter’s Lodge.
* Providing holiday and/or sickness cover within the Porters Lodge, changing shift pattern where necessary.
* Such other duties as may be required by the Head Porter/Senior Porter from time to time.
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| **2.** | **Communication*** Be able to use the central telephone system for the College, ensuring that the phone is answered quickly and courteously and that messages reach their destination as quickly as possible.
* Ensure quick and efficient distribution of mail, keeping confidential mail and packages securely and notifying addressees of arrival.
* Ensure you can use the franking machine and assist people in its use.
* Maintain effective communication with all departments regarding conferences, weddings and events being held in College and the use of public rooms.
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| **3.** | **Fire Precautions*** Support the Head Porter/Senior Porter in weekly and three monthly checks of the alarm systems and procedures in College and Hostels as directed.
* Check signage around the College to ensure it is suitable and sufficient and report any changes necessary to the Head Porter/Senior Porter.
* Assist, as directed with weekly alarm tests – all of the College and Hostels.
* Assist, as directed with three monthly fire safety checks.
* Ensure fire register is kept up to date, weekly and monthly.
* Ensure the College Fire Evacuation Plan is complied with.
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| **4.** | **Security*** Issuing and receiving keys, ensuring that only authorised persons have access to them.
* Locking and unlocking the doors and gates on the College perimeter.
* Regular security patrols of the College at all times of the day and night.
* Carrying out regular checks of car parks, bicycle racks and identifying unauthorised vehicles and bicycles.
* Monitoring the intruder alarms and CCTV systems; dealing promptly with breaches of security such as theft or intrusion, and fire or flood. Keep the Head Porter/Senior Porter and other authorities informed and calling the emergency services as needed.
* Acting as the initial point of contact for any emergency (e.g. injury, breach of security, unruly behaviour, fire alarm etc.) and taking appropriate action.
* Record all incidents accurately.
* Ensure paperwork to emergency situations is completed correctly and copied as appropriate.
* Maintaining a calm manner at all times and defusing any confrontational situations that might arise.
* Such other duties as may be required by the Head Porter/Senior Porter from time to time.
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| **The above job description is a guide to the work you may be required to undertake but does not form part of your contract of employment. Pembroke College reserves the right to change the duties detailed in this job description to reflect changing circumstances. Changes will be introduced following discussion with the post-holder.**  |
| **Job Description prepared by: Gordon Murray** **Date: 7th January 2019**  |
| **PERSON SPECIFICATION** |
|  | **Essential** | **Desirable** |
| **Qualifications/academic achievements/education**  | * Educated to GCSE level with good numeracy and literacy (essential).
* First Aid Qualification (or willingness to undertake this qualification).
 | * Knowledge of H&S and Fire Regulations (or willingness to learn).
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| **Skills/knowledge/training** | * Leadership skills.
* Good organisational skills.
* Good communication and interpersonal skills.
* Customer service skills.
* IT skills and Microsoft products.
 | * Experience and aptitude in the use of databases (or willingness to undertake training in this area).
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| **Experience – type and depth of experience required to do the job** | * Administration and record keeping skills.
* Ability to assess and react to situations with spontaneity, tact and diplomacy.
* Ability to work to tight deadlines.
 | * Experience of College environment.
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| **Personal attributes** | * Friendly, co-operative and helpful/approachable.
* Responsible and trustworthy.
* Ability to work as part of a team.
* Flexible approach and accepting of change.
* Ability to communicate effectively to colleagues and other Senior Members of the College.
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| **Special Conditions (e.g. must hold driving licence/able to work weekends)** | * Holder of a current driving licence.
* Able to work weekend and weekly shift patterns.
 | * 3 years clean driving licence.
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| **Membership of a professional body** |  |  |
| **Confidentiality** | * Can demonstrate ability to work confidentiality.
 | * Experience of working in a confidential environment would be an advantage.
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| **Person Specification prepared by: Gordon Murray****Date: 7th January, 2019** |